

CLAIMS

What is claimed is:

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1. A method for scheduling and planning maintenance and service in a network-based supply chain, comprising the steps of:
 - (a) monitoring operation of entities selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain;
 - (b) updating items selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing in the network-based supply chain at predetermined intervals;
 - (c) synchronizing external data stored separately from the network-based supply chain with internal data stored on the network-based supply chain;
 - (d) managing contact information received from users of the network-based supply chain; and
 - (e) altering the items based on profiles of the users of the network-based supply chain.
 2. A method as recited in claim 1, further comprising the step of performing load balancing services that initiate and stop processes as utilization levels vary in the network-based supply chain.
 3. A method as recited in claim 1, wherein the step of managing the contact information includes tracking responses to the users of the network-based supply chain.
 4. A method as recited in claim 1, wherein one of the items altered based on the profiles of the users includes price, and the price is altered to reflect a discount assigned to the user.

1 5. A method as recited in claim 1, wherein prior to the synchronization of the
2 external data, a search is performed for the internal data in the network-based
3 supply chain.

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1 6. A computer program embodied on a computer readable medium for
2 scheduling and planning maintenance and service in a network-based supply
3 chain environment, comprising:
4 (a) a code segment that monitors operation of entities selected from the group
5 consisting of server processes, disk space, memory availability, CPU
6 utilization, access time to a server, and a number of connections in a
7 network-based supply chain;
8 (b) a code segment that updates items selected from the group consisting of
9 merchandising content, currency exchange rates, tax rates, and pricing in the
10 network-based supply chain at predetermined intervals;
11 (c) a code segment that synchronizes external data stored separately from the
12 network-based supply chain with internal data stored on the network-based
13 supply chain;
14 (d) a code segment that manages contact information received from users of the
15 network-based supply chain; and
16 (e) a code segment that alters the items based on profiles of the users of the
17 network-based supply chain.

1 7. A computer program as recited in claim 6, further comprising a code
2 segment that performs load balancing services that initiate and stop processes
3 as utilization levels vary in the network-based supply chain.

1 8. A computer program as recited in claim 6, wherein the code segment that
2 manages the contact information includes tracking responses to the users of
3 the network-based supply chain.

1 9. A computer program as recited in claim 6, wherein one of the items altered
2 based on the profiles of the users includes price, and the price is altered to
3 reflect a discount assigned to the user.

1 10. A method as recited in claim 6, wherein prior to the synchronization of the
2 external data, a search is performed for the internal data in the network-based
3 supply chain.

1 11. A system for scheduling and planning maintenance and service in a network-
2 based supply chain environment, comprising:

3 (a) logic that monitors operation of entities selected from the group consisting of
4 server processes, disk space, memory availability, CPU utilization, access
5 time to a server, and a number of connections in a network-based supply
6 chain;

7 (b) logic that updates items selected from the group consisting of merchandising
8 content, currency exchange rates, tax rates, and pricing in the network-based
9 supply chain at predetermined intervals;

10 (c) logic that synchronizes external data stored separately from the network-
11 based supply chain with internal data stored on the network-based supply
12 chain;

13 (d) logic that manages contact information received from users of the network-
14 based supply chain; and

15 (e) logic that alters the items based on profiles of the users of the network-based
16 supply chain.

1 12. A system as recited in claim 11, further comprising logic that performs load
2 balancing services that initiate and stop processes as utilization levels vary in
3 the network-based supply chain.

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- 1 13. A system as recited in claim 11, wherein the logic that manages the contact
2 information includes tracking responses to the users of the network-based
3 supply chain.
- 1 14. A system as recited in claim 11, wherein one of the items altered based on
2 the profiles of the users includes price, and the price is altered to reflect a
3 discount assigned to the user.
- 1 15. A system as recited in claim 11, wherein prior to the synchronization of the
2 external data, a search is performed for the internal data in the network-based
3 supply chain.
- 1 16. A system as recited in claim 11, wherein prior to the synchronization of the
2 external data, a search is performed for the internal data in the network-based
3 supply chain.